UNIVERSITY OF EDUCATION, WINNEBA

RECORDS MANAGEMENT PRACTICES, COMPUTER LITERACY SKILLS

AND JOB PERFORMANCE OF SENIOR HIGH SCHOOLS REGISTRY

STAFF IN GHANA: A CASE STUDY AT WEST

MAMPRUSI DISTRICT

AMBROSE YOBE

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RECORDS MANAGEMENT PRACTICES, COMPUTER LITERACY SKILLS AND JOB PERFORMANCE OF SENIOR HIGH SCHOOLS REGISTRY STAFF IN GHANA: A CASE STUDY AT WEST MAMPRUSI DISTRICT

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MAY, 2020

DECLARATION

STUDENT'S DECLARATION

I, **AMBROSE YOBE,** declare that this dissertation, with the exception of quotations and references contained in published works which have all been identified and dully acknowledged, is entirely my own original work, and it has not been submitted either in part or whole, for another degree elsewhere.
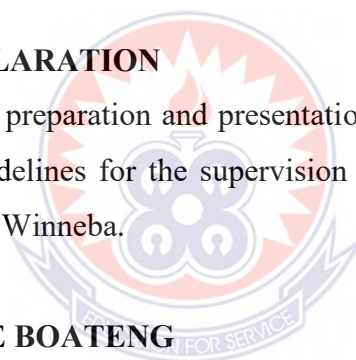
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SUPERVISOR'S DECLARATION

I hereby declare that the preparation and presentation of this work was supervised in accordance with the guidelines for the supervision of dissertation laid down by the University of Education, Winneba.

DR. FRANCIS OHENE BOATENG

SIGNATURE: …………………………………………

DATE: ………………………………………………

DEDICATION

I dedicate this work to God Almighty, my wife Mrs. Salatu Ambrose Yobe, my late sister Mrs. Sylvia Issah and my children – Joseph Bakpen Yobe, and Samuel Yada Yobe

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My utmost gratitude goes to the Almighty God, Master of the universe, the Everlasting, Merciful, and Faithful God. My humble appreciation goes to my supervisor, Dr. F. O. Boateng who aided me with all necessary academic and moral support in taking the pain to go through my work with constructive criticism. Despite all her tight activities, he sincerely guided me at every stage of this dissertation in order to ensure this study comes out good. He has forever made an indelible mark in my heart.

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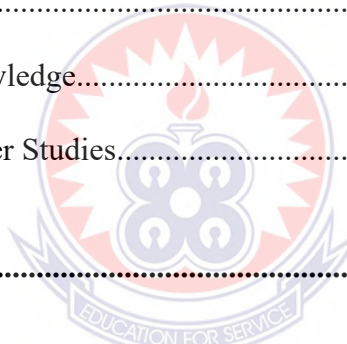
I appreciate my amiable and caring wife Mrs Salatu Ambrose Yobe, and my God giving -blessings – Joseph Bakpen Yobe, and Samuel Yada Yobe, words are not enough to express my grateful heart to them all. I thank all brothers and sisters, church and choir members whose prayers are ever-green in making this work a reality. May God bless them all in Jesus name. Amen.

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ABSTRACT

Best records management practices and computer literacy skills promote job performance of senior high school registry staff through records they create, use and maintain, hence senior high school administration rely much on it for quality decision making. The presence of information technology seems to improve the job performance of registry staff of senior high schools as they upgrade their work from manual to electronic. However, many students had bitter experiences as their records are mismanaged and retrieval of urgent records delayed by registry staff which has great implication to senior high schools at large. It is in light of this that the present study investigated records management practices, computer literacy skills and job performance of senior high school registry staff in West Mamprusi District, Ghana. The study adopted a survey research design. The population of the study consisted of 100 registry staffs. The sample size of 75 registry staffs was randomly selected. Findings of the study revealed records management practices of high school registry staff in West Mamprusi District include records creation, classification, security, storage, retrieval, tracking and destruction. The study concluded that records management practices contributed immensely to the job performance of registry staff in senior high schools at West Mamprusi District. Computer literacy skills significantly influence registry staff job performance. It is recommended that senior high school registry staff should uphold their job performance, and should be encouraged to improve themselves with computer literacy skills in order to meet-up with technological advancement and also to beat their competitors in the senior high school industry.

CHAPTER ONE

INTROUCTION

1.1 Background to the Study

High schools, in the course of their daily activities create records that support the job they carry out on daily basis. Through this means, they generate volumes of electronic and physical records especially through the hub of students' records management unit - the Registry Department (General Office). Adu (2014) stated that, schools have legal backing to retain and preserve all records of their activities and proceedings. These records are considered of great importance to the high school and as such need to be strictly preserved.

The registry is the heart of the organization from where managerial and scholarly exercises emanate into all arms of high schools. The registry department as the heart of the school's administrative activities is manned by assiduous staff to enhance its service delivery. The registry department is a key unit of any high school system with responsibility of creating and keeping records (manually and electronically) of students which the high school uses in its strategic management. The population of students in all high institutions is always on the increase and the registry is the first point of call for these students. The registry has the responsibility of carrying out vital duties such as admitting new students, conducting examinations, verifying results, maintaining archive reports, preparing and providing transcript, course forms' preservation, providing schedule for classes, changing names of people, and preparing graduate academic records. Osibanjo, Adeniji, Falola, and Heirsmac (2014) opined, for any school to accomplish its key objectives, such high school is assumed to wholeheartedly rely upon her ability to attract, maintain, and keep up equipped and fulfilled staff into

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its work. Therefore, it is the responsibility of registry staff to record, keep and manage these records, using good record management practices. Their ability to effectively manage these records will determine the caliber of records/information high schools are bound to have and the type of decision they will be making, and also determine the degree of their job performance. Job performance, according to Chee (2003) is the employee's level of achievement against the standard determined by the employer. It is also the contribution by the employees to the organization. Job performance has been a thing of debate especially on the measurement of employee job performance. An organization is recognized by its effective performance and this is only achievable through high level of individual performance.

Thornton (2010) and Adetoro (2014) stated that an output on a job is measured in terms of quality and quantity of job performed or done and that job performance is an indicator for managing organizations' performance of which the registry of high schools are inclusive.
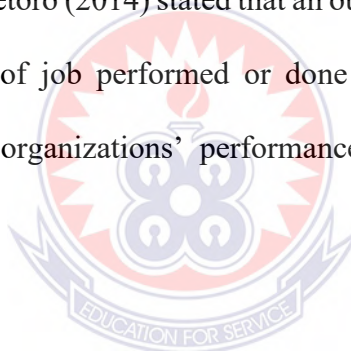
Similarly, Okorie (2015: 25) interpreting the words of Jex (2002) opined that job performance is "all the behaviours employees engage in while at work"; and that job performance could be approached in three dimensions; as a function of outcomes, behaviour and personal traits. Quantity and quality, speed and accuracy, creativity and innovation, risk taking and skills for future development are such parameters which have been proposed for measuring job performance. Thus, job performance of the registry staff of high schools is the ability to cooperatively carry out statutory activities based on ones area of specialization and organizational goals. The source of any high school growth is deeply rooted in the capability of the employees within that high school.

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Job performance of an employee necessitates organizational performance; meaning that the way an individual worker does his/her job reflects to the organizational goal which is a sign of the capacity of a company to efficiently achieve independent goals. What a person does on a job can be measured as a function of two different variables. One of it is the capacity or skill of the individual to do the job; and his motivation to use the capability in doing the job (Vroom, 2000). Highly motivated employees, according to studies tend to perform well in their call of duty which in turn affects the high school in a positive way from inspiring fellow employees' to creating positive financial growth for the high school as a whole. This is aligned with the responsibility for every registry staff to give the best to their jobs for an effective result.

Madukoma (2012) affirmed that effective job performance must have constructive impact on the organization and her employees. Job performance is a way the organizations ensure production, economic growth and survival of their firm. Moreover, performance indictors like quality of work, quantity, timeliness, cost effectiveness, creativity, and innovativeness, adherence to policy, personal appearance, and management by objectives are the keys that guard registry staff in their official duty. Vroom (2000) added that employees tend to perform more when they are appreciated or motivated by their employers whereas lack of this affects their job performance negatively. Some factors however responsible for poor job performance of registry staff of high schools appear to be both internal and external. The internal factors include job stress, lack of computer literacy skills, power (electricity), maintenance of infrastructures and communication barriers while the external factors include motivation/rewards, training, and long working hours. Job performance of registry staff of high schools lie much on the above mentioned factors which play roles on the way they manage the records of their students.

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Records serve as the reminiscence of an organization. They are created, processed, used, stored and retrieved assets of an organization that can be retained or destroyed. Records according to Vroom (2000) can be seen as any recorded information or data in any physical format or media created or received by an organization during its course of official business and kept as evidence of policies, decisions, procedures, functions, activities and transactions. Alegbeleye (1999) (as cited in Jibrin, 2014) opined that record enables an individual to know what he or she has kept in the past, present and future for easy retrieval and use either in primary, secondary or tertiary phase which is being used in different institutions or organizations. The importance of records especially to academic institutions is too numerous to mention as Atulomah (2011) viewed that records are helpful to administration. Thus, good records keepings are the basis of future planning in the high schools system. It enables the institution to take advantage of their past experiences and accurate records. Adu (2014) opined that records give room for organizations to be accountable and answerable to their clients. Records must be completed and be made available when the need arises. But, when these records are not managed very well, they will not provide the necessary backing required of it and needed information may be lost causing more havoc to the institution. Furthermore, an unmanaged and incomplete record is misleading and makes employee performance very difficult. It wastes organization's resources in terms of money, time and human resources and makes them open to security traits, prosecution and humiliation (Ibrahim, 2014).

Records can only be meaningful and useful when they are properly kept, updated at the right time, and accessible when needed. Updating records keep them alive and ready for retrieval and use when the need arises. Good keeping of records and maintenance can positively affect administration of students' records in high school system. It is

therefore essential that all registry staff become professional record managers hence the futures of these students are in their hands. However, in some of the high school registries, it appears that record keeping is poorly practiced and some records are mutilated, torn, exaggerated, misplaced and irretrievable. More often, the lost or misplaced records lead to irrational decisions, which may translate to social crisis or embarrassment to the high schools system especially with the proliferation of high schools in the state. Repeatedly lost or misplaced records can be considered to be a weakness of the institutional towards proper records management. Supporting the idea Nwaomah (2015) said that ensuring student records management effectiveness in the registry can be influenced by many variables; one of which is job suitability – where staff are not appointed based on qualification but rather who you know. Many registry staff or record managers seem not ready for the profession they find themselves in and thereby doing their work anyhow; while to some, their presence in the records and information management career is to fulfill all righteousness. This can be understood better in the unemployment saga where people can be placed anywhere if the opportunity arises outside their trained profession. Popoola and Oluwole. (2007) added that many of the record officers have not undergone prerequisite training for the job. Registry staff of high schools ought to master how students' records should be managed to meet the high schools goals and objectives.

Records management is very essential as it helps individuals, organizations, and academic institutions to work effectively, efficiently and serves as the hub in information management. Records management therefore is an important function of an organization. ISO 15489 (2001) opined that a proper managed organization is of good and proper recordkeeping. In view of the above, Otu, Bempah and Amoako-

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Ohene (2014) added that for schools to manage student records effectively; they must develop the capacity of managing their records and information to the best of their ability. The concept of records management may not be obtainable if the proper facilities required for maintaining records are not available. This simply shows that for any organization to have and use their records as and when needed, facilities like computers, printers, cabinets, shelves, photocopy machine, external storage devices and fireproof cabinet to mention but a few must be available.

 Irrespective of the importance of records management in high schools or organizations, Atulomah (2011) and Ajewole (2001) agreed that in Nigeria, there are numerous issues concerning records management not limited to records and information as such, but with those managing the two vital resources – information and records. The issue of managing high school records by record managers has posed a serious threat to the preservation of vital records for future use due to absence of proper records management practices and skills required in the management of high school records. According to Asuquo (2015), the major goal of any records management technique is to hand over such information to another generation for setting policies, standards, and setting up of other guidelines and responsibilities for the use of records.   Records management practices include how to identify (creation), classify, prioritize, store, secure, archive, preserve, retrieve, track and destroy unneeded records (Bake, 2015). According to Iron - Mountain (2005: 2) "it is important that organizations/high schools have good records management practices in place for all media across all business units". They can inculcate these practices into the memory (master plan) of the organization to achieve the goals. High schools and organizations produce large amount of records or information both in papers and electronic forms. To ensure that there is a

flow in records management system, it is important that records/information is captured, used and stored/preserved in an organized manner that cares for its integrity as well as fulfilling legal and financial requirements. Achieving this height could be possible if the registry staff is in line with the global technological trend of being computer literate; that is, having computer skills to manage their records through the use of computer.

Adeyinka and Mutala (2008: 18) see computer literacy skills as "knowing some basics of computer usage, for example, to type, save and open a file, use word processing program, send and receive email etc., it means having some sort of level of comfort around computers rather than having some fear or a feeling of foreboding". Having the skill, knowledge and confidence of computer is an asset for entering the competitive market both internal and external.

Computers are constantly being used in every profession and that makes it significant for registry staff to have the skills in other to do their work well. Adeyinka and Mutala (2008) added that to have computer literacy skills is for the staff to be able to confidently know enough about the way a computer could be operated to ensure they don't lose their work, and also to know how to use a web browser or email and a word processor to do their work effectively. These skills could be performed through: Operating systems and file management- where the staff is expected to know how to operate the software packages starting from opening and closing of files in a Microsoft Windows environment. They will also know how to save, copy or move files backup and forth.

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The skill in computer operation will help the staff to create directories, and file organization. Technically they will know how to protect their records and their systems from computer viruses. Registry staff, considering the nature of their job needs operating system and files management skills for everyday operation. It is expected of them to be acquainted with how to adjust record attributes such as margins, typeface, font size, and text alignment; insert page numbers, headers and footers, special characters, footnotes and endnotes in records; use editing tools such as spelling and grammar checks; and adjust printing and paper lay-out options. They need word processing skills to produce professional-quality documents such as analysis of job done and reports.

The understanding, skills and self-assurance anyone has with computer technology stands as better opportunity for those entering any competitive employment market especially the high school system. Computer literacy skill enables high school registry staff to communicate information more effectively using spreadsheet or power point presentations. Registry staff can reach beyond confines of their communities when they know how to use web pages to publish information concerning their students/clients, send their transcripts, and their publications to the world.

The world is progressively branded by technology driven communication, which has converted the world into a large global connected village with ever-increasing outreach of information and communication technology (ICT). This technology is consistently playing an important role in the lives of people, and it is imagined that this technological literacy skills will sooner or later become a ticket or requirement for basically whatever people do in terms of work, social, and even personal lives respectively. Workers

(registry staff) will need computer literacy skills if they are to survive in a knowledge-based society and/or manage their students' records. This no doubt, indicates that for a proper record to be managed or kept by any registry staff effectively and efficiently, he/she needs computer literacy skill for an optimal performance. Incidentally, it seems that a lot of them lack this potential which in most cases results to loss of records, and/or delay in retrieving records (example, students results, transcripts and other official records). Conversely, all registry staff should be able to understand this computer to the point of checking the internet with their browsers, using it to solve problems pertaining to their jobs and equally to access their mails. Therefore, registry staffs need Internet skills to communicate with the management, students, and customers, conduct research, and send and receive files through the Internet.

In view of all the discussion, it is noted that records are mutilated, misplaced, irretrievable and poorly stored; and many of the personnel in charge of records lack proper training with the use of computer facilities and unable to handle new technologies to enhance efficiency and to promote their job performance (Popoola & Oluwole, 2007). The registry staff seems to have been saddled with more responsibility that results to job stress and lack of proper communication to execute their job which eventually affects their job performance. It is on this backdrop that this work, records management practices, computer literacy skills and job performance of registry staff of senior high schools registry is carried out.

1.2 Statement of the Problem

Job performance is work related activities expected of an employee and how well those activities are executed. The job performance of registry staff is important as they promote the image of the high school and uphold the future of the students. The ability

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of registry staff in management of students' records from the point of entry to create, use, manage, store, retrieve, and dispose records according to the high school policies coupled with the staff computer literacy skill will enable them to migrate or elevate their job from manual to electronic record keeping and thereby improving their job performance.

However, observations in recent times show that the job performance of registry staff of senior high schools seems to be low and students complain of poor services rendered to them as there is misplacement and loss of important records and snail pace movement in retrieval of needed records. There are several challenges of records management in senior high schools registry at west Mumprusi district, Ghana which is not placed alone on records and information as it were, but with those that keep the records (registry staffs) with the two vital resources (records and information). This may be attributed to lack of records management practices knowledge and computer literacy skills of the registry staff as observed in high schools registries of the study. Several studies; Omoha Fatu Dorcas (2013), Reuben Soita (2016) and others, have been carried out on records management of students but very few, if any, has been done in combination of records management practices and computer literacy skills as they relate to job performance. This is the gap this study plans to bridge.

1.3 Objective of the Study

The main objective of this study is to investigate the influence of records management practices, computer literacy skills on job performance of registry staff of senior high schools registry staff in Ghana. The specific objectives are to:

1. find out the records management practices in the high schools of West Mamprusi District;

2. ascertain the level of computer literacy skills of high schools registry staff;

3. ascertain the job performance of senior high registry staff in West Mamprusi District.

1.4 Research Questions

The following research questions guided the study:

1. What are the records management practices used in the registries of high schools?

2. What is the level of computer literacy skills of registry staff in the high schools?

3. What is the job performance of the registry staff in high schools?

1.5 Hypotheses

The following hypotheses guided this study and the null hypotheses were tested at 0.05 level of significance.

H01: Records management practices have no significant influence on job performance of registry staff of high school in West Mamprusi District.

H02: Computer literacy skill has no significant influence on job performance of registry staff in high school in West Mamprusi District.

H03: Records management practices and computer literacy skills do not jointly influence job performance of registry staff of high school in West Mamprusi District.

1.7 Significance of the Study

This study would serve as empirical evidence on records management practices, computer literacy skills and job performance of registry staff of high schools in west Mamprusi District. It could help high schools administrators to create and adopt suitable policies and strategies that will improve the performance of registry staff in management of students records.

Similarly, the study would be of help to the registry staff as to knowing how to manage their students' records effectively with the broad knowledge of records management practices and computer literacy skills. The findings of this study could help in protecting the cooperate image of high schools as their students' records would be found intact at all times.

The findings of this study could equally help the government and any other establishment outside high schools, private or public dealing with records in managing their records effectively and efficiently. The findings of the study could contribute to the existing knowledge and literature on records management practices, computer literacy skills and job performance of registry staff of high school in west mamprusi district, Ghana.

Furthermore, every firm that keeps records and their administrators could find the study relevant as it would show them the caliber of staff, the impact of training and retraining and essence of having adequate facilities for records keeping and how it could boost the job performance of their organizations.

1.8 Delimitations of the Study

The study is delimited to Senior High schools of west Mamprusi district registry staff. These schools would be the focus of the study. Out of 75 registry staff for the study most of the questionnaire is sampled on 50 registry staff only.

1.9 Organisation of the Study

This study is divided into five chapters. Chapter one is the introduction. It gives brief details of the background to the study, the statement of the problem, the purpose and significance of the study. It also briefly looks at the research questions and limitations and delimitations of the study and how the study has been organised. Chapter two is the literature review. Literature is reviewed according to the research question used in the study. Chapter three is the methodology. It explains the research design, the population, sample and sampling procedure used in the study. It also explains the instruments used in the data collection, data collection procedures and analysis. Chapter four presents the interventions designs implemented for the study; it also discusses the results of the study. Chapter five presents the reflections, conclusion and recommendations for the study. It also gives suggestions for further research.

CHAPTER TWO

REVIEW OF LITERATURE

2.1 Introduction

This chapter reviews existing literature in relation to records management practices, computer literacy skill and job performance of registry staff of high schools, theories and conceptual model as it concerns the objectives of the study: Thus, literature review will be done under the following sub-headings:

2.2   Importance of Records in High Schools

2.3   Life Cycle of Record

2.4   Records Management Practices in High School Registries

2.5   Facilities used in Records Management of West Mamprusi District High Schools

2.6   Job Performance of High Schools Registry Staff

2.7   Records Management Practices and Job Performance of High Schools Registry Staff

2.8   Computer Literacy Skills and Job Performance of High Schools Registry Staff

2.2 Importance of Records in High Schools

Records are valuable assets of organizations. Records are the blue print of what transpires between an individual and/or group of people in any setting which can be referred to at latter time and stands as evidence when the need arises. Adu (2014: 8) stated that "a record is defined either in terms of the physical tangible format in which it appears, or in terms of the information it contains. It must be noted that records differ in format or size, and have different contents" Again, Pember and Cowan (2010) asserted that the term record comes from a Latin word "recordari", which means to

recall, or to remember, or bring back to mind, and this is exactly what records do; which means that records help one to take note of something, refresh ones memory and brings past events to present terms. Cox (2001) explained records as an extension of human memory. It is tenaciously created to record information, transactions, communicate thoughts, verify claims, give deeper or clearer explanations, offer reasons and provide lasting evidence for events. In the same vein, record is seen as any recorded information or data in any physical format or media created or received by an organization during its course of official business and kept as evidence of policies, decisions, procedures, functions, activities and transactions (Government Records Service,2011:p. 6).

In addition, Kalusopa and Ngulube (2012) trying to emphasize on the relevance of records cited the study done by The World Bank (2006: 9) which stated that "records are essential for the effective and productive functioning of private and public organizations". This serves as evidence that no organization can succeed without records. They in addition, asserted that "records register the decisions and activities of governments and other establishments and serve as benchmarks against which they can measure their future activities and decisions". This implies that records are not beneficial to the private and public organizations alone but to individuals as well hence it is what makes any of these groups organized and successful in whatever they do.

Okoli and Onuigbo (2014) pointed that record keeping is what holds every organization and it is very essential to all; which means that all establishments including high schools depend so much on information generated whether internal or external for their decision making and service delivery. This is in harmony with Fasasi (2004) who opined that the records of an organization/high school system constitutes her corporate

memory which complement human memory as well as guide the effective planning, and decision making. Accurate and good kept records intensify all actions of an establishment as they will build their budget, planning, assessment and evaluation on it and as well as effective decision making.

Furthermore, International Standard ISO 15489-1 (2001) saw records as information generated, acknowledged; and used as evidence and information by an organization or person, in carrying out of legal responsibilities or in the transaction of business. This is actually to ensure that proper records are kept for usage and future purposes mostly records of students. One could imagine how difficult life would have been without records, especially in the management of organizations or a high school

2.3 Life Cycle of Record

Record life cycle according to High school Archives Guidelines, is majorly categorized of two records series concepts as "records life cycle" and "records appraisal". These are the basic principle used in all deliberations of records management and every record retention which embraces disposition schedule as its record series. Record series by way of explanation means set of records filed and maintained together as an entity throughout the life cycle. In fact, records have life cycles comparable to that of mankind. Record is born – (created or received) in every format. Record is used and maintained by the creator or the organization that owns it. When they exhaust their active lives, records are disposed-off, either totally destroyed, or transferred to the inactive storage or sent to the archives (high school archives).

Coming to the maintenance or use in a life cycle of records, filing system design is very important as a controlling measure for the records. Then on the disposition phase of the life cycle, absolute precaution measure is always put in check so as not to dispose critical records for the institution. In this regard, records of magnificent importance as legal, economic and financial are considered. But at the end of the day, many records can be legally destroyed at the culmination of their active lives. The semi active records now could be retired to record storage area for more convenient storage; while records with continuing long-term value are sent to archives (high school archives) for permanent storage.

Records management according to Major and Omenu (2016) in the conceptualization of Popoola (2003), Enemute (2005), and Sapere-Obi (2014) could mean a management science that controls the quality, quantity, and cost of records in a system which includes how the system operates, the equipment used, the space required, and the staff to administer the records. Record management means creation, control and disposal of records, it includes planning and developing classification schemes, operating and maintenance of files and other documents, checking undue proliferation of records, planning and maintenance of record rooms, preparation of indexes.

Records when managed properly could go a long way in improving the administration of institutions that keep such.

Figure 1: The life cycle of records

Source: Adopted for universities Archives & Historical Collections (UAHC)

Records management according to Major and Omenu (2016) in the conceptualization of Popoola (2003), Enemute (2005) and Sapere-Obi (2014) could mean a management science that controls the quality, quantity and cost of records in a system which includes how the system operates, the equipment used, the space required, and the staff to administer the records. Records management means creation, control and disposal of records, it includes planning and developing classification schemes, operating and maintenance of files and other documents, checking undue proliferation of records, planning and maintenance of records rooms, preparation of indexes. Records when managed properly could go a long way in improving the administration of institutions that keep such.

2.4 Records Management Practices in High School Registries

Being obvious of the critical importance of records to the organizations/institutions, Adu (2014) affirmed that the impact provided by records management is highly recommended and vital to any institution, and to every information-using employee in it. Its responsibility is to necessitate free movement of records through the management practices of an institution, to ensure that information is urgently available when and wherever it is needed. Bake (2015: 7) asserted also that "to carry out this function needs an efficient, effective records management programme and by helping the users to do their jobs better and more easily, the records manager who uses these management practices serve the institution well". Recognizing that an organization's records are unique, each of those organizations need to managed their records explicitly as they would manage their other resources like people, money and estate.

This simply means that records management practices as listed above ought to be observed for an effective records management in an establishment. Therefore, like High school of Education, Winneba's (UEW) Records Management Policy Framework (2000) it was stated that heads of institutions, schools, other units and business functions within the high school have the overall responsibility for the management of records generated by their activities. They should ensure that those records are controlled within their units and managed in a way that meets the aims and objectives of the high school's records management policies. In similar manner, the Registrar, who has the ultimate accountability of the institution's records, should ensure that the high school uniquely meets her legal, internal, and external governance and accountability responsibilities by delegating day-to-day activities to a records manager who in turn reports back to him. In the context of this research, the registry staff of high schools are the records manager(s) who have all the responsibilities to advise the high school on policy and best practice through their boss who finally takes it to management. The registry staff endeavors to maintain records management practices in the High school records management policy framework in terms of records creation and capture, records survey/audit, records analysis/retention schedule, disposal of records, records protection and security and provision of appropriate training for relevant staff. This is the only thing that can uphold the sanity of achieving the high school goals.

Furthermore, Kanzi (2010) pointed out that for a good records management practices to take place, leaders of institutions should assign a staff as the record manager at senior management meetings who will ensure that proper records management practices are applied and maintained. He added that records managers should create and enforce records management policies in their institution after endorsement of such policy by

the heads of the institutions and their top management teams. In other to achieve success adhering to records management practices in high school registries, Kanzi (2010) added that there should be records management procedures to serve as a guide to employees, as well as records classification system to expedite sound retrieval and disposal of records, and training of records managers and to equip them with the necessary skills to carry out their duties efficiently. Otu, Bempah, and Amoako-Ohene (2014) indicated that researchers of records management theory and practice agreed in principle that organizations should create and capture records of every activity that involves more than one party and they should identify and record every process that generate records. This is what gives organizations/high schools the impetus to create and keep records so that designated users from within and outside, can use them when they need to. The information got from these created records help the institution to proffer quality and efficient decision making. Again, Adu (2014), Kemoni (2007) and Reed (2005) emphasized that it is necessary to use appraisal techniques to support decisions about retention, that is, which records can be destroyed at an early stage, and which merit longer-term or indefinite retention. They added that any efficient records management programme requires classification; and all these are proposed to ensure that students' records are effectively managed by the registry staff of high schools. ISO 15489 (2001) opined that the management of records requires that there are procedures for the timely disposal of records that institutions no longer need to support current day-to-day activities. Records management practices in high schools is crucial mostly for all record keepers (e.g. registry staff) and when well kept, will help in achieving the high school goals and objectives.

Records management practices includes, records creation, records inventory, filing plans, retention schedules, records storage and records disposal/destruction. Iron - Mountain (2005) emphasized that it is imperative that organizations have use and apply good records management practices in place for all their records management centers. These records management practices should be fused into widespread programmes embedded into records management master plan.

These best practices are provided as a concrete method to a complete and reliable record management program. More so, Pemberton (1991) and Ngoepe (2008) asserted that quality service provision needed of every institution begins with better records management practices. This can be ascertained through the view point that high school administration takes suitable action and make correct decisions only if they have enough information at their fingertips which brings to point proper records management. Naidian (2006) expanding on the above work of Kemoni, Ngulube and Stilwell asserted that well managed information and records management provides the basis for answerability, protection of human rights and increases citizens' awareness to their rights. People can only be aware of their right through the records available before them. If such record is not preserved, definitely it will be impossible. It is important therefore that high schools continue to improve their records management programmes in order to achieve greater service delivery to their clients, with the understanding that students' records are so critical for their progress both in school and thereafter. The underscoring factor here is that proper records management improves decision making, planning. supports continuity, stability and effectiveness of students' records keeping.

2.5 Facilities used in Records Management of West Mamprusi District High Schools

The International Organization for Standardization (ISO) 15489 (2001: 2) explained records management as "the field of management responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records, including the processes for capturing and maintaining evidence of an information about business activities and transactions in the form of records".

The ultimate goal of high schools is to ensure that the record of their students are properly maintained or managed. This requires availability of adequate infrastructural facilities like space, files, cabinets, computers and printers, power supply, air conditional rooms and security which enables the high school to preserve and provide necessary information needed by those who make the decisions. Then the question yearning for answer according to Akor and Udensi (2014) is whether these records are available to these decision makers and/or whether the decision makers are aware of their existence and thus make use of them when making decisions. Records represent the potential product of the work of staff. These potential products require good facilities to preserve them; and if par adventure any of such is destroyed or misplaced, it places the records on danger list. Replacing such record will be very expensive and if it is on account of a total loss it would cost millions of naira. Any loss of High school's records, or even part of it, could destroy the evidence of students' achievements, staff entitlements and jeopardize the High school's rights and interests Akor and Udensi (2013). This ugly situation makes the high school liable and could be sued as a result. More so, the findings from the work of Akor and Udensi (2013) indicated that the major findings of the study revealed among other facts inadequate infrastructural facilities and constant power failure the effect of this is already noted. Abdulrahman (2015) agreed

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in his study that filling management was done manually as cupboard, wooden shelves/cabinets, steel shelves, drawers for flat files and box file are storage facilities made available. This manual facility management has a high disadvantageous impact to the registry department of the high school where students' records are kept. The records could be misplaced, torn, and delay in records retrieval will be experienced.

2.6 Job Performance of High Schools Registry Staff

Bullock (2013) defined job performance as the overall expected value from employees' behaviours carried over the course of a set period of time. The definition includes specific ideas such as (a) seeing performance as what people do at work or a component of their behaviour. (b) Seeing that an employee's behaviour will add expected value to the organization's improvement- meaning, an employee's behaviour may be seen as helping to build or destroying an organization, but the result of employee behaviours are not easily measured which makes their value difficult to be anticipated as well. Job performance is equally referred to as the extent a worker identifies psychologically with his or her job.

With the economic recession, high number of approved high schools in Ghana by National Accreditation Board (NAB) and unpredictable business environment with intense business competition, high schools are required to reach certain standards by improving their performance to align with such great demands; else, they may face certain problems including running the risk to close down the business (Muda, Rafiki & Harahap, 2014). This performance is measured from the firm or individual level geared towards meeting the high school objectives. Muda, Rafiki and Harahap (2014) continued to state that good job performance mirrors the ability to contribute through

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their works leading to the behavioral achievement that is in accordance with the goals of the company (high schools). Organizations or institutions need highly performing people to meet their goals, deliver the products and services they specialized in, and achieve their competitive advantage (Sonnentag & Frese 2002). Several researches have been introducing various methods to evaluate organizational performance (Prajogo, 2007; Wong & Wong, 2007). Some of these methods include the quality, quantity, knowledge or creativity of individual towards the accomplished works that are in accordance with the responsibility during a specified period. In order to attain to this expectation of job performance, the registry staff needs positive reinforcement from the high schools.

Bullock (2013) identified job performance as what people do at work or a property of behaviour, an expected value. This means that the way an employee behaves goes a long way in either make or mar an organization (high school), but it becomes difficult to determine the outcomes of employee behaviours which is rarely measured so their value is merely expected. In his own view, Hose (2009) posited that the employers in the process of evaluating the job performance of his staff consider the following factors: leadership quality, effectiveness and efficiency, team work, time management, organizational skills as depicted in their respective performances.

2.7 Records Management Practices and Job Performance of High Schools Registry Staff

Most high schools are continuously deploying integrated records management as a means of improving the decision making as well as service delivery quality. Adu (2014) It is also generally recognized that at the core of the numerous complex high school

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problems, is a poor capacity for records management. According to Tagbotor, Adzido, and Agbanu (2015), the essential capacity of records administration is to encourage the free stream of records through an association, to guarantee that data is accessible quickly where and when it is required. To do this capacity needs a productive, successful records administration program. By helping the clients to carry out their employments better and all the more effortlessly, the records director serves the organization/management. Gold (1995) equally portrayed an association's administration of its records as the 'corporate mystery weapon' and 'the triumphant technique' that give the association the focused edge. However, couples of associations, including high schools, focus on the administration of this corporate asset. Notwithstanding the way that high schools are constantly being called upon to work in an efficient way keeping in mind the end goal to act naturally supporting and to stay focused, they disregard the gigantic favorable circumstances that legitimate records administration practices could add to the accomplishment of their targets (Mnjama 2002; Procter 2002). All these show that as information concerning students, personnel and other activities get to their table as records on daily basis, they form an administrative document.

The ability of registry staff at this juncture to handle, create, manage and store the record will enhance the performance of the registry staff. Chinyemba and Ngulube (2005) conceded that legitimate records management could help high schools to deal with their data, proficiently satisfy their command, shield them from case, safeguard their corporate memory, and encourage responsibility and great administration. The data contained in college records should be overseen as per a deliberate approach so as to upgrade the viability and proficiency of the colleges in doing their main goal.
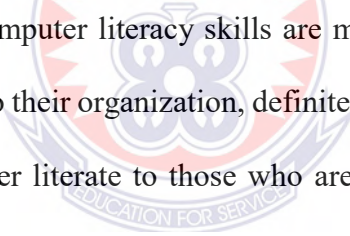
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2.8 Computer Literacy Skills and Job Performance of High Schools Registry Staff

Computer literacy is the capability of someone to master or learn virtually different new things concerning computer or master tasks as one meets them on process of work (Oni, 2000). Computer literacy is the computer understanding and expertise of individuals in different professions. Childers (2003) considered computer literacy as basic computer skills that individuals have. In addition, the term "computer literacy" has been taken to mean either the ability to operate a computer (how to insert the disks, how to call up a program, and perhaps how to type into a word processor). If the records managers could be able to use this computer knowledge to do their job prominently, it will improve their performance in terms of saving time, cutting cost, and attending to so many customers at a glance. A graduate follow-up survey conducted in U.S. administered over the telephone to recent graduates of Rio Salado College on the performance of their registry staff reported that out of seventy-nine graduates who participated in the survey; seventy-three percent agreed or strongly agreed that their improved computer skills enhanced job performance Further studies indicated that workers who have higher computer literacy skills are able to use their computers in more sophisticated manners that will be beneficial to their organization/high school (McGrath, 1990).

Conversely, lack of computer literacy severely underutilizes equipment and diminishes desired results. Andersen (1990) suggested that computer literate workers possess both, concrete and abstract knowledge of computers, and are able to apply their knowledge to new situations without experiencing hardship. Consequently, it will be in the best interest of high schools to maintain a computer literate workforce among their staff

especially the registry staff as they will become more productive ready to assume new roles. It is the responsibility of all registry staff to have the ability of operate computer systems in other to perform official and personal job-related tasks. They should be able to use web browsers to search on the Internet and to retrieve information of their needs and communicate such with others either orally or by sending and receiving emails. Also, their computer literacy skills will enable them to communicate information more efficiently and effectively when they know how to create and use an Excel spreadsheet or a Power Point presentation packages. Registry staff can also reach easily beyond boundaries of their communities when they are able to create Web pages so that they can publish information concerning their clients, send transcripts, articles, their opinion and documents to the world.

Since employees with computer literacy skills are more efficient and productive and therefore more valuable to their organization, definitely employers of labour will prefer workers who are computer literate to those who are not (Gupta, 2006). It is beyond doubt now that, the demand for computer-related skills has moved from insignificant to the highest level, for most task execution. However, Adekemi (2001) observed that, the ever-growing processing power of modern computers is used to present the user with an interface that requires minimal computer skills to operate. Modern software often utilizes buttons, icons and elaborate pictographic interfaces to try to achieve a higher level of usability. Hence most of the times, people use computers, they do not even realize that they are doing so.

Allison (2005) pointed that workers who do not have basic computer skill today have severe challenge finding job and instead they hang on with a particular one at hand if only it lasts.

According to Latzko (2016), computer skills is the ability for one to perform tasks that others in the work force may not be able to do, and being able to navigate through some packages suit for their business. A staff in this category will excel in his/her job performance and will be highly regarded and rewarded. This is the level of performance high school registry staff are expected to be in other to manage the students records in their hand not consolidating of the manual or old pattern of keeping records to avoid disappointments.

From the above literature review, it is evidence that researchers have done great work in relation to the topic under study. However, there were certain aspects of the literature review which were incomprehensible some of which are Records Life Cycle more especially the diagram. The literature was not specific on how long records could last. Latzko definition of computer skills is incomprehensible, he defines computer skills as ability for one to perform tasks that others in the work force may not be able to do, and being able to navigate through some packages suit for their business. This could raise wide range of questions in my candid opinion. Again, Adu (2014), Kemoni (2007) and Reed (2005) emphasized that it is necessary to use appraisal techniques to support decisions about retention, that is, which records can be destroyed at an early stage, and which merit longer-term or indefinite retention. They added that any efficient records management programme requires classification; and all these are proposed to ensure that students' records are effectively managed by the registry staff of high schools. This

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is also incomprehensible and could raise many questions because one cannot determine the kind of records to be destroyed at the early stage.

Interesting points and aspects known to me from the literature review are Adekemi (2001) observed that, the ever-growing processing power of modern computers is used to present the user with an interface that requires minimal computer skills to operate. This caught my attention because with the advent of new technology complex computers are being developed which presupposes that the interface of such devices could be complex to used but the writer said opposite. Childers (2003) considered computer literacy as basic computer skills that individuals have. I also found this interesting because the writer went straight to point because there is no way one could be a computer literate without having basic computer skills.

Also, Chinyemba and Ngulube (2005) conceded that legitimate records management could help high schools to deal with their data, proficiently satisfy their command, shield them from case, safeguard their corporate memory, and encourage responsibility and great administration. I found this interesting because the researcher was able to unearth legitimate records management in high schools which I totally agree with the researcher. However, there were other points which I disagree in the literature some of which are; Latzko (2016), computer skills are the ability for one to perform tasks that others in the work force may not be able to do, and being able to navigate through some packages suit for their business. I disagree with this researcher because my understanding of computer skills is not about the ability of on to perform tasks that other cannot do but it is that ability of one to solve wide range of problems relating to the use of computer both hardware and software. Also, I disagree with the researcher

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on the life cycle of records. This is because the researcher could not come out clear on the definite life cycle of records which contradict my understanding on life cycle of records.

Several articles have been carried out on records management of students but the main difference between my research and other articles is the combination of records management practices and computer literacy skills as they relate to job performance. This is the gap my research seeks to bridge.

The conceptual model for records management practices, computer literacy skills and job performance of registry staff of West Mumprusi Senior High Schools shows the relationships between the independent variables (records management practices and computer literacy skills) and the dependent variable (job performance).

The diagram shows that registry staff of High Schools makes use of records management practices and computer literacy skills to discharge their job. The records management practices include records creation/capture, records maintenance, records use, records preservation, records evaluation and records disposition. These practices are critical to the work of every registry staff as excellent and efficient keeping of students' records is concerned. Find below the diagram of the theory of conceptual model showing the relationship among records management practices, computer literacy skills and job performance of registry staff of West Mumprusi Senior High Schools.

Conceptual Model of Records Management Practices, Computer Literacy Skills and Job Performance Senior High Schools Registry Staff at West Mamprusi District.

Independent Variable

Dependent Variable

Records Management

Practices

Records creation/capture

Records use

Records maintenance

Records preservation

Records evaluation

Records disposition/Archival

Job Performance

Effectiveness and Efficiency

Team work

Leadership quality

Dependability and timeliness

Good communication skill

Punctuality

Computer Literacy Skills

Ability to:

Type records

Do online submission of document

Store records

Retrieve records

Use search engine

Use internet

Figure 2: Conceptual Model Showing the Relationship Among Records Management Practices, Computer Literature Skills and Job Performance of Registry Staff at West Mumprusi Senior High Schools.

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Conceptual model showing the relationship among records management practices, computer literacy skills and job performance of registry staff of West Mumprusi Senior High Schools.

This study adopted survey research design method. This is because it is assumed to be the most suitable as it is a non-experimental descriptive research that can be useful when a researcher wants to collect data on phenomena that cannot be directly observed such as opinions on records management practices. It was helpful in disclosing the present situation of records management practices, computer literacy skills and job performance of universi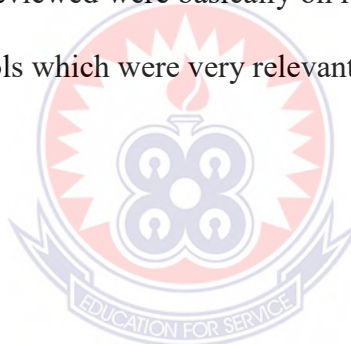ty registry staff in West Mumprusi Senior High Schools. The themes of the literature reviewed were basically on records management practices and job performance in schools which were very relevant to the research work.

CHAPTER THREE

METHODOLOGY

3.1 Introduction

This section presents research design, population of the study, sampling procedure and sample size, instrument for the data collection, validity and reliability of the instruments, data collection procedure and method of data analysis.

3.2 Research Design

This study adopted survey research design method. This is because it is assumed to be the most suitable as it is a non-experimental descriptive research that can be useful when a researcher wants to collect data on phenomena that cannot be directly observed such as opinions on records management practices. It was helpful in disclosing the present situation of records management practices, computer literacy skills and job performance of university registry staff in West Mamprusi District.
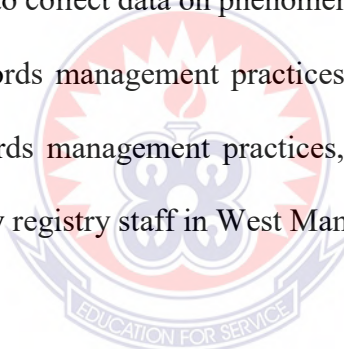
3.3 Population

The population of the study comprises of all registry staff of high schools at West Mamprusi District comprising both public and private senior high schools with a total number of hundred (100) registry staff.

3.4 Sample Size and Sampling Technique

Random sampling technique was adopted for this study to select six out of ten senior high schools, comprising both public and private senior high schools. Seventy-five (75) registry staffs were selected from the total population to form the sample size based on the method of determining sample size by Krejcie and Morgan (1970). Also, in

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determining the high schools to choose, all Senior High Schools within the district comprising both private and public schools were considered. This was to ensure that a good representation of the population is taken for the study:

Table 1: Sample Population of Registry Staff

SN	Name of High School	Total Registry Staff	Percentage of Population to be selected in each school	Sampled taken from each school
1	Walewale Senior High School	20	20%	15
2	Wulgu Senior High School	18	18%	10
3	Walewale Vocational Institute	15	15%	11
4	Crystal Star Academy	10	10%	8
5	Excellent College International	10	10%	8
6	ST. Paul's Senior High School	12	12%	9
	Yagba Senior High School	15	15%	11
	Total	100	100	75

Source: Reports from senior high schools in West Mamprusi District for the study.

3.5 Research Instruments

The instrument used in this research is a self- structured questionnaire titled "Record Management Practices, Computer Literacy Skills and Job Performance of High School Registry Staff" (RMPCLSJPURS) comprising of four sections:

Section A: This section measured the demographic information of respondents respectively.

Section B: Measured record management practiced in the registry of high schools at west Mamprusi district. It has 12 scoring items with the respondent answering the

extent to which record management practice is used with the options of 4 likert type scale provided – Strongly Agree=4, Agree = 3, Disagree =2, Strongly Disagree = 1

Section C: Discussed the level of computer literacy skills of registry staff in senior high schools.

This contains 8 scoring items with 4 likert type scale measure of 4- excellent, 3- good, 2- adequate, 1- poor.

Section D: Treated the level of job performance of registry staff of high schools at west Mamprusi district with 4 likert type scale measure ranging from strongly agree, agree, disagree and strongly disagree having 10 questions

3.6 Validity and Reliability of Instrument

To ensure the validity of the instrument for the study, the questionnaire was submitted to the project supervisor and other information specialists in the department to ensure that the items in the questionnaire measure what they are supposed to measure.

3.7 Data Collection Procedure

For the purpose of this study, the researcher employed 3 research assistants who were trained for the administration of the instruments and basically on the objective of the research work. They were shared to the respective schools after due permission from their administrators were sought. The questionnaire was distributed and collected within two weeks of distribution. The instrument covers activities of registry staff in each of the high school used. It took the respondents less than ten minutes to fill the questionnaire.

3.8 Method of Data Analysis

Data collected from the study were analyzed with descriptive statistics as well as regression analysis with significant level fixed at alpha of .05 using percentages through statistical package for Social Sciences (SPSS) software. The descriptive statistics is to allow the researcher to see at a glance some of the outcome of the result from demographic factors. Multiple regression analysis tested the hypotheses stated. Hypothesis one and two were tested using simple regression analysis while hypothesis three was tested using multiple regression analysis. This is because in single analysis it can establish the composite and relative contributions of the predictor variables on the criterion variables.

3.9 Ethical Consideration

Conducting of research requires not only expertise and diligence but also honesty and integrity. This is done to recognize and protect the right of respondents. To render the study ethical, the right to self-determination, anonymity, confidentiality and informed consent was observed which include assurance of confidentiality of respondent views, the right to opt out of the research at will, and notice of no compensation for participation in the study.

CHAPTER FOUR

DATA ANALYSIS, RESULTS AND DISCUSSION OF FINDINGS

4.1 Introduction

This chapter covers the presentation and analysis of data collected through this research instrument. Data obtained through the questionnaire were analyzed in tables, percentage, and frequency, correlation and linear analysis.

4.2 Data Analysis Based on Demographic Data of the Respondents

Table 2 shows the demographic information of senior high school registry staff at West

Mamprusi District.

Section A: Demographic Information

N=75

Table 2: Demographic Information

S/N	Item		Frequency	Percentage (%)
1	Senior High	WALSECTECH	15	20
		WULSEC	13	17.3
		WAVTI	11	14.7
		Crystal Stars	8	10.7
		Excellent College	8	10.7
		ST. Paul's Senior High	9	12
		Yagaba Senior High	11	14.7
2	Gender	Male	25	33.3
		Female	50	66.7
3	Age	21-30	15	20
		31-40	28	37.3
		41-50	20	26.7
		51-	12	16
4	Marital Status	Married	49	65.3
		Single	36	34.7
5	Current Position	Administrator	8	10.7
		Assistant Administrator	2o	26.7
		Secretary	28	37.3
		Other	19	25.3
6	Educational Qualification	A level/O level/ SSCE/WAECE	13	17.3
		Diploma	44	56.7
		Degree	11	14.7
		Masters	7	9.3
7	How long have been working in your school?	1-5 years	31	41.3
		6-10 years	24	32
		11-15 years	15	20
		16 years and above	5	6.7

From the data, **WALSECTECH** recorded 20% in their registry staff population basically because of the size of the High school above the others. On current position of all senior high schools under study, secretary got 37.3% above all other positions. In terms of age, it was observed that most respondents were within the ages of 31-40 years (37.3%). For marital status, the percentage of registry staff married is 65.3%, indicating the highest among the workers. Female took 66.7% on gender of the respondents. From the educational qualification of the registry staff of Senior High Schools in West Mumprusi District, first diploma had 56.7% above other qualifications probably because Senior High Schools and organizations need fresh graduates to boost their work force; while the duration of service of the staff, people who had served between 1- 5 years were the highest in number with 41.3%. This can be attributed to the fact that Senior High Schools under this study has four public High Schools while three High Schools out of seven came from private High Schools and most of them have not lasted long.
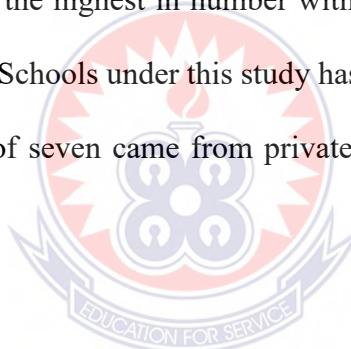
4.3 The Records Management Practices used in the Registries of High Schools in West Mamprusi District

Table 3 shows respondents views on records management practices used in senior high school registry at West Mampurusi District.

Table 3: Record Management Practices used in the Registry of high schools in West Mamprusi District

SN	Records management practiced in the university registries	Strongly Agree	Agree	Disagree	Strongly Disagree	Mean	SD
		F(%)	F(%)	F(%)	F(%)		
1	Students records are created in the registry at registration point	18(24)	28(37.3)	25(33.3)	4(5.3)	2.8	.87
2	There are schedules for students records in the registry	17(22.7)	19(25.3)	30(40)	9(12)	2.6	.97
3	There is a written records management policy in the registry	2(2.7)	4(5.3)	38(50.7)	31(41.3)	1.7	.70
4	We observe records management policy in the registry	29(38.7)	31(41.3)	9(12)	6(8)	3.1	.91
5	The students records are classified accordingly in the registry	37(49.3)	24(32)	12(16)	2(2.7)	3.3	.83
6	There is student record centre in the high school registry	4(5.3)	13(17.3)	33(44)	25(33.3)	2.0	.85
7	We have visual records of the students at the registry	35(46.7)	28(37.3)	12(16)	-	3.3	.74
8	Students records are properly stored in the registry	45(60)	21(28)	7(9.3)	2(2.7)	3.5	.78
9	There is proper security gadgets to secure students records in the registry	8(10.7)	14(18.7)	36(48)	17(22.7)	2.2	.91
10	Students records are filled in a proper manner in the school (alphabetically, numerically etc)	33(44)	26(34.7)	10(13.3)	6(8)	3.2	.94
11	Students records are preserved until approved stipulated period in the registry	21(28)	27(36)	19(25.3)	8(10.7)	2.8	.97
12	We find it difficult to retrieve the students records in the registry	11(14.7)	17(22.7)	19(25.3)	28(37.3)	2.2	1.09

Table 3 shows the records management practices in the registry of senior high schools in West Mamprusi District.   Majority of the respondents strongly agreed that students' records are created in the registry at registration point and disagree to have student record centres in the high schools registries with the mean score of 2.8 and 2.0 respectively. Ascertaining the records management practice also, 60% of the respondents strongly agreed that Students records are properly stored in the registry (Mean=3.5, SD=.78) as well as having students records classified accordingly in the registry with 49.3% (Mean=3.3, SD=.8.3). The respondents agree to observe records management policy in the registry (Mean=3.1, SD=.91). More so, the respondents agree to other records management practices like records storage, filling of records, visual records, records security, preservation of records, and records destruction. However, many of the respondents strongly agree that they find it difficult retrieving students' records in the registry with 37.3%. This implies that the registry staffs have no issues in getting students records in their custody. Records Management Practices in West Mamprusi District Senior High Schools therefore, include records creation, observation of records management policy, schedules creation, classification of records, storage of records, filling of records and preservation of records.

4.4 The Level of Computer Literacy Skills of Senior High Schools Registry Staff
at West Mamprusi District

Table 4 shows respondents views on their level of computer literacy skills at senior high school registry staff at West Mamprusi District.

Table 4: Level of Computer Literacy Skills of Registry Staff in the high schools

SN	Ability to use	Excellent	Good	Average	Poor	Mean	SD
1	Word processing application	15(20)	21(28)	31(41.3)	8(10.7)	2.4	.93
2	Database applications	3(4)	12(16)	38(50.7)	22(29.3)	3.1	.79
3	Multimedia application	2(2.7)	11(14.7)	41(54.7)	21(28)	3.1	.73
4	Spreadsheet(excel) applications	12(16)	27(36)	28(37.3)	8(10.7)	2.4	.89
5	Web search engines	18(24)	31(41.3)	20(26.7)	6(8)	2.2	.99
6	Presentation application	5(6.7)	24(32)	32(42.7)	14	2.7	.84
7	Web design applications	-	2(2.7)	19(25.3)	54(72)	3.7	.52
8	PaperPort	1(1.3)	4(5.3)	11(14.7)	59(78.7)	3.7	.66

Table 4 shows the level of computer literacy skills of registry staff in senior high schools in West Mamprusi District. Results showed that the overall registry staff computer literacy skills are average. This is traceable to multimedia application having 54.7% and database application with 50.7% (Mean=3.1, SD=.79). On presentation application skills their score was 42.7% (Mean=2.7, SD=.84). On word processing applications, the result is 41.3% (Mean=2.4, SD=.93) and excel application with 37.7% (Mean=2.4, SD=.89). However, many of the respondents demonstrated poor ability to use paperport with 78.7% (Mean=3.7, SD=.66). Therefore, on the whole the level of computer literacy skills of registry staff in senior high schools of West Mamprusi District is average.

4.5 The Job Performance of the Registry Staff in High Schools

Table 5 shows respondents views on job performance of senior high school registry staff at West Mamprusi District.

Table 5: Job Performance of Registry Staff in senior high schools in West Mamprusi District

SN	Job performance	SA	A	D	SD	Mean	SD
		F(%)	F(%)	F(%)	F(%)		
	Effectiveness and efficiency in students records management						
1	My computer literacy skills and records management knowledge help me to put in more than I am required to do on my job	15(20)	29(38.7)	10(13.3)	21(28)	2.5	1.11
2	My records management and computer literacy skills help me to perform technical tasks(record creation, filing, storage, and destruction)	18(24)	33(44)	22(29.3)	2(2.7)	2.1	.79
	Team work						
3	I have healthy relationship with co- workers and clients and students	24(32)	32(42.7)	8(10.7)	11(14.7)	2.1	1.01
4	My knowledge of records management and computer literacy skills enables me to contribute meaningfully among mates	23(30.7)	36(48)	13(17.3)	3(4)	2.0	.80
5	I am able to solve problems by discussing with my colleagues with the help of records management and computer literacy skills	27(36)	36(48)	9(12)	3(4)	1.8	.79
	Leadership Quality						
6	I am able to exercise good judgment by making sound decisions through the help of	29((38.7)	38(50.7)	5(6.7)	3(4)	1.8	.75

	records management and computer literacy skills						
7	My computer literacy skills and records management knowledge helps me to consider and respond appropriately to needs and feelings of students in different situations	22(29.3)	39(52)	9(12)	5(6.7)	2.0	.83
8	Am able to meet the needs of students, colleagues and visitors with the assistance of records management practices and computer literacy skills in the registry	26(34.7)	46(61.3)	2(2.7)	1(1.3)	1.7	.59
	Dependability and Timeliness						
9	I am able to attend to high number of students per day	17(22.7)	27(36)	28(37.3)	3(4)	2.2	.86
10	My work output is of great quality and quantity	21(28)	37(49.3)	14(18.7)	3(4)	2.0	.79
11	The proper management of records help to retrieve needed records at the right time	33(44)	38(50.7)	3(4)	1(1.7)	1.6	.63
12	I dispose students records as at when due	31(41.3)	28(37.3)	11(14.7)	5(6.7)	1.9	.91
	Good communication skill						
13	I talk to in an approachable manner as they come for their records in the registry	44(58.7)	27(36)	4(5.3)		1.5	.60
14	There is effective communication among the entire workers in the registry	18(24)	22(29.3)	27(36)	8(10.7)	2.3	.96
	Punctuality						
15	I don't like coming to work when it rains	5(6.7)	8(10.7)	34(45.3)	28(37.3)	3.1	.86
16	I meet up with my dead lines in the registry.	20(26.7)	32(42.7)	16(21.3)	7(9.3)	2.1	.92
17	I come to work always and on time	21(28)	39(52)	8(10.7)	7(9.3)	2.0	.88

Table 5 shows the job performance of registry staff in senior high schools of West Mamprusi District.

In terms of effectiveness and efficiency in students records management, they agreed that their computer literacy skills and records management knowledge help them to put in more than they were required to do on their job (38.1%) (Mean=2.1, SD=1.11); their records management and computer literacy skills help them to perform technical tasks such as record creation, filing, storage, and destruction (44.7%) (Mean=2.1, SD=.79). On team work, they agreed that they had healthy relationship with co- workers and clients and students (42.7%) (Mean=2.1, SD=1.10); their knowledge of records management and computer literacy skills enables them to contribute meaningfully among mates (48%) (Mean=2.0, SD=.80) and they relate with their co-workers in managing the records of the students (48 %) (Mean=1.8, SD=.79).

About leadership quality, they agreed that they were able to exercise good judgment by making sound decisions through the help of records management and computer literacy skills (50.7%) (Mean=1.8, SD=.75); their computer literacy skills and records management knowledge helps them to consider and respond appropriately to needs and feelings of students in different situations (52%) (Mean=2.0, SD=.83) and were able to meet the needs of students, colleagues and visitors with the assistance of records management practices and computer literacy skills in the registry (61.3%) (Mean=1.7, SD=.59). In terms of dependability and timeliness, majority of the respondents disagreed that they are able to attend to high number of students per day (37.3%) (Mean=2.2, SD=.86). However, they agreed that their work output is of great quality and quantity (49.3%) (Mean=2.0, SD=.79) and the proper management of records help them to retrieve needed records at the right time (50.7%) (Mean=1.6, SD=.63) and

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majority of the respondents strongly agreed that they also dispose students records as at when due (41.3%) (Mean=1.9, SD=.91).

Table 5 also provides information on job performance in terms of good communication skills. They strongly agreed that they talk to students in an approachable manner as they come for their records in the registry (58.7%) (Mean=1.5, SD=.60); 36% of the respondents disagreed that there is effective communication among the entire workers in the registry (Mean=2.3, SD=.96). On punctuality base, the respondents disagree that they do not like coming to work when it rains. This response will invariably affect the performance of the workers as what they are to do at that moment will not be left undone. They equally agreed to meeting up with their deadlines in the registry (42.7%) (Mean=2.1, SD=.92) and come to work always and on time (52.7%) (Mean=2.0, SD=.88). Based on these responses, there is high level of job performance among registry staff in senior high schools in West Mamprusi District.
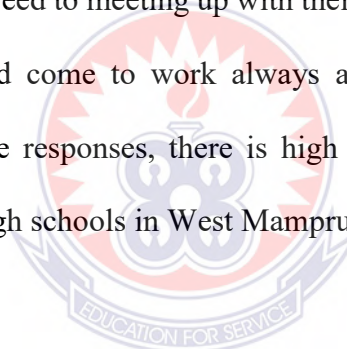
4.6 Testing of Hypotheses

Three hypotheses which the researcher formulated at the beginning of the study were tested and the findings are presented below.

Hypothesis One: Records management practice has no significant influence on job performance of registry staff of senior high schools at West Mamprusi District

This was tested using linear regression analysis and the result is displayed on table 6.

Table 6: A Summary of Linear Regression Analysis Showing the Influence of Records Management Practices on job performance

Predictor	β	T	R	R^2	F	Sig	Remark
Records management practices	.593	22.805	.766	.587	13.848	.000	Significant

Table 6 shows the influence of records management practices on job performance of registry staff in senior high schools in West Mamprusi District. The result indicated that records management practices (F=13.848, P<.05) was significant independent predictor of job performance. For any additional record management that is practiced, job performance is increased by .593 units when other factors are held fixed (β =.593, *p*<.05). This implies that records management practices significantly predicts job performance of registry staff in senior high schools in West Mamprusi District.

The analysis of coefficient of determination further revealed that records management practices contributed 8.5% to the variation in job performance of registry staff in senior high schools in West Mamprusi District (R^2 = .587, P<.05). Therefore, the hypothesis that records management practices has no significant influence on job performance of registry staff of senior high schools at West Mamprusi District is rejected.

Hypothesis Two: Computer literacy skill has no significant influence on job performance of registry staff in senior high schools at West Mamprusi District. This was tested using multiple regression analysis and the result is displayed in table 7

Table 7: A Summary of Linear Regression Analysis Showing the Influence of Computer literacy skill on job performance

Predictor	β	T	R	R^2	F	Sig	Remark
Computer literacy skills	.247	3.364	.955	.911	747.981	.000	Significant

Table 7 shows the independent influence of Computer literacy skill on job performance of registry staff in senior high schools in West Mamprusi District. The result indicates that Computer literacy skill (F=747.981, P>.05) was a significant independent predictor of job performance of registry staff in senior high schools in West Mamprusi District.

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For any additional computer literacy skill obtained, job performance is increased by just 0.247 units (β =.247, *p>*.05) when other factors are held constant. This implies that Computer literacy skills did significantly predict job performance of registry staff in senior high schools at West Mamprusi District.

The analysis of coefficient of determination further revealed that Computer literacy skill contributed 0.5% to the variation in job performance of registry staff in senior high schools in West Mamprusi District (R^2 = .911, P>.05). Therefore, the hypothesis that computer literacy skill has no significant influence on job performance of registry staff of the senior high schools at West Mamprusi District was not accepted.

Hypothesis Three: Records management practices and computer literacy skills do not jointly influence job performance of registry staff of the senior high schools at West Mamprusi District

This was tested using multiple regression analysis and the result is displayed in table 8

Table 8: A Summary of Multiple Regression Analysis Showing the Influence of Records management practices and computer literacy skills on job performance

Predictors	β	T	R	R²	F	Sig	Remark
Records management practices	.294	2.980				.004	Significant
			.980	.959	63.861		
Computer literacy skills	.400	2.628				.011	Significant

Table 8 shows the independent and joint influence of records management practices and computer literacy skills on job performance. The Table shows that records management practice is a significant independent predictor of job performance (β =.294, *p<*.05). This implies that records management practices of registry staff would

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affect their level of job performance. Also, computer literacy skills was found to be a significant predictor of job performance (β =.400, *p>*.05) in the model. This result connotes that computer literacy skills when considered with records management practices would jointly have effect on the job performance of registry staff.

Also, the result show that there is a joint influence of records management practices and computer literacy skills on job performance (F=63.861, p<0.05). Further analysis showed that taken together, this collection of variables (records management practices and computer literacy skills) jointly explained only 95.9% of the variance in job performance of registry staff of the in senior high schools in West Mamprusi District (R^2 = .959, P<.05).

4.7 Discussion of Findings

The study examined records management practices, computer literacy skills and job performance of registry staff of senior high school in West Mamprusi District, Ghana. Three research questions and three research hypotheses were tested in this research. The null hypotheses were rejected while the alternative hypotheses were accepted. The discussion of findings will be based on the research hypotheses and research questions in the study which were drawn from the objectives of the study.

The result shows that records management practices in the registry of senior high schools in West Mamprusi District include records creation, observation of records management policy, schedules creation, classification of records, storage of records, filling of records and preservation of records. The result of this study shows that records management practices in the registry of senior high schools in West Mamprusi District

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include records creation, observation of records management policy, schedules creation, classification of records, storage of records, filling of records and preservation of records is adequate; meaning that senior high schools use these practices with the ultimate aim of managing the students' records at their disposal and making their records available when and where needed. The findings conformed with International Standard ISO 15489-1 (2001) which saw records as data created, received; and maintained as evidence and information by an organization or person, in pursuance of legal responsibilities or in the transaction of business.

This findings indicated that the key records management practices in the high school records management policy framework are records creation and capture, records survey/audit, records analysis/retention schedule, disposal of records, records protection and security and provision of appropriate training for relevant staff (UEW Records Management Policy Framework, 2000). Also, Adu (2014) affirmed that the activities rendered by records management are very important to any institution, and to every employee who makes use of record. Its key objective is to improve the free flow of records through the management practices of an institution, to ensure that information is rapidly available where and when it is needed. It equally helps the users to do their jobs better and more easily, the records manager who uses these management practices serve the institution well. More so, the findings of the study has harmony with the results of UEW Records Management Policy Framework (2000) which stated that administrators of institutions, schools, other units heads and any business transitory unit within the university have overall obligation for the management of records generated by their respective activities thus ensuring that records are controlled and managed within their units in a way which meet aims of the university's records management

policies. Again, ISO 15489 (2001) agreed with the findings of the work that records management practices in high schools is crucial mostly for all records keepers (eg registry staff) and when well kept, would help in achieving the high school goals and objectives.

The result of the study shows that the level of computer literacy skills of registry staff in senior high schools in West Mamprusi District is average. This can be substantiated with the view that everyone in the society is going technological base thereby helping the senior high schools registry staff to have some levels of computer literacy. In the Table, multimedia applications were ranked highest as adequate followed by database processing. This finding is in consonant with Allison (2005) who enumerated some of the basic computer skills required in work place as: using the computer and managing files, word processing, spread sheet, data bases, presentations, internet and e-mails. This is very important because in the ICT environment, basic computer literacy is indispensable in becoming ICT literate. In line with the findings and with different computer literacy skills needed to fit into the technologically driven society, McDonald (2004) in his contribution, highlighted the following computer literacy skills required in using the computer based technologies to manipulate, create, store and retrieve information to express ideas and communicate with others. These skills among others include: ability to type sentences, change text alignment, change margin and line spacing, understand cut, copy and paste. Others are the understanding of data base, spread sheet, etc. Ugwuanyi (2009) cited in Asom (2011) similarly stated the required computer skills for this age to include: knowing various computer operations such as booting on a computer, creating a folder, copying and transferring a file from one disk to another, scanning etc. He also mentioned the use of software such as creating a new

word processor document, modifying an existing word processor document, printing out document among others. Audu, Lukman and Nyah's (2014) in agreement to the findings pointed out that the use of internet and computer in this age is not just very important; but also very necessary and expedient for effective and efficient job performance.

The result of the study also shows that there is high level of job performance of registry staff in senior high schools in West Mamprusi District. The findings therefore prove that the registry staff of senior high schools in West Mamprusi District are efficient in all job performance indicators projected on this study. The result is in agreement with Hose (2009) who posited that job performance is considered as how employees execute their work and that employee's performance is further determined during job performance reviews, with the employer taking into cognizance factors such as leadership quality, effectiveness and efficiency, team work, time management, organizational skills and productivity to analyze each employee on an individual basis. It was equally observed from the study according to Bullock (2013) that job performance is a property of behaviour or what people do at work, an expected value. This means that the behaviour of any employee may be well-known as either helping or hindering the progress of an organization (senior high school), but the outcomes of employee behaviours are rarely measured so their value is merely expected.

It was equally discovered from the study relating to the effectiveness and efficiency of registry staff in students records management the result is in harmony with Ishandar, Ahmad and Martua (2014) who opined that good job performance reflects the ability to contribute through their works leading to the behavioral achievement that is in

accordance with the goals of the company (senior high school). On team work, the study conformed with Sonnentag and Frese (2002) stated that contextual performance includes not only behaviors such as helping coworkers or being a reliable member of the organization, but also making suggestions about how to improve work procedures in the senior high school. About leadership quality, they reported that they were able to exercise good judgment by making sound decisions through the help of records management and computer literacy skills. This finding has agreement with the work of Performance changes over time by Sonnentag and Frese (2002) which are not invariable across individuals but with increasing empirical evidence that individuals differ with respect to patterns of intra-individual change. These findings indicate that there is no uniform pattern of performance development over time. Reason being that in spite of biological and cultural similarities, human beings not only differ in their appearance but also in their capabilities (performance) based on their background, training and experience.
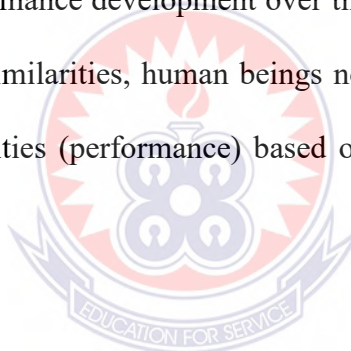
More so, the high level of job performance of registry staff of senior high schools in West Mamprusi District can be attributed to their ability to having computer literacy skills which helps them in their duties. This is traceable to the opinion of Atakpa (2010) who stated that functions done in work place all over the world have undergone a lot of technical changes. As a result, modern equipment which gives opportunity for workers, registry staff of senior high schools inclusive, to increase efficiently, abounds. Many functions which were previously done manually have been mechanized, thus, the diversity of these technologies require workers to possess new ICT/Computer literacy skills to enable them to be relevant in their job performance.

This hypothesis was tested using linear regression analysis and the result shows as follows: The result indicated that records management practices (β =.593, $p<.05$)) was significant independent predictor of job performance. This implies that records management practices significantly predicts job performance of registry staff of senior high schools in West Mamprusi District. The analysis of coefficient of determination further revealed that records management practices contributed 9.5% to the variation in job performance of registry staff of senior high schools in West Mamprusi District. This finding has a support backing from Chinyemba and Ngulube (2005) admitted that proper records management could help universities to manage their information, efficiently fulfill their mandate, protect them from litigation, preserve their corporate memory, and foster accountability and good governance. The information contained in senior high school records need to be managed according to a methodical approach in order to enhance the effectiveness and efficiency of the senior high schools in carrying out their mission. Also, Tagbotor, Adzido, and Agbanu (2015) who indicated that the primary function of records management is to facilitate the free flow of records through an organization, to ensure that information is available rapidly where and when it is needed. To carry out this function needs an efficient, effective records management program. Therefore, records management practices supports job performance of registry staff of senior high schools.

The result of this finding using simple regression analysis indicated that Computer literacy skill (β =.247, $p<.05$)) was significant independent predictor of job performance of registry staff in senior high schools in West Mamprusi District. This implies that Computer literacy skill did significantly predict job performance of registry staff in senior high schools in West Mamprusi District. The analysis of coefficient of

determination further revealed that Computer literacy skill contributed 1.5% to the variation in job performance of registry staff in senior high schools in West Mamprusi District. Having the ability to operate computer in the work place increases the job performance of any staff. This result is supported by a study carried in US as recorded by Chee (2003) among the college graduates to determine the relationship between improved computer skills and job performance.

Further findings concord that people with higher computer literacy skills tended to have higher job performance. In continuation to the support of the findings, Barrera and Lamprecht (2012) opined that workers with higher computer literacy levels are able to use their computers in more sophisticated manners. Conversely, the lack of computer literacy severely underutilizes equipment and diminishes desired results. Computer literate workers possess both, concrete and abstract knowledge of computers, and are able to apply their knowledge to new situations without experiencing hardship.

The result of hypothesis two using linear regression analysis indicated that Computer literacy skill (β =.121, $p<.05$)) was significant independent predictor of job performance of registry staff in senior high schools in West Mamprusi District. This implies that Computer literacy skill did significantly predict job performance of registry staff in senior high schools in West Mamprusi District. The analysis of coefficient of determination further revealed that Computer literacy skill contributed 1.5% to the variation in job performance of registry staff in senior high schools in West Mamprusi District.

The result of hypothesis three shows that records management practice is a significant independent predictor of job performance (β =.280, $p<.05$). This implies that records management practices of registry staff would affect their level of job performance. Also, computer literacy skills was found to be a significant predictor of job performance (β =.294, $p>.05$) in the model. This result connotes that computer literacy skills when considered with records management practices would not jointly have effect on the job performance of registry staff. Further analysis showed that taken together, this collection of variables (records management practices and computer literacy skills) jointly explained only 8.7% of the variance in job performance of registry staff of the senior high schools in West Mamprusi District.

The findings of this work is in accordance with the study of Jerabeka et al (2001) who insisted that computer facilitates registry staff routine work processes. It does not only allow them to work with increasing flexibility in less time, it also helps them to do their tasks more effectively. According to Bulanadi (2014), computers feature programs such as spreadsheet, word-processing or presentation programs that help a staff to organize his/her thoughts, but he/she needs to know how to manipulate these programs to be able to use their features, such as their text or imaging features. In addition, Banerjee (2015) concurred that if you work with a database at work, you won't be able to complete important tasks without computer knowledge. The findings was equally supported by Banerjee (2015) expanded its relevance to their job performance by saying that if one has certain computer knowledge, he/she may get promoted to a higher position within their workplace, which in turn could give he/she an opportunity to work on more challenging projects or tasks. Even if he/she starts out in a lower-level job, acquiring or having advanced computer literacy skills likely will help him to get a better job more

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quickly than he/she would if he/she didn't have those computer skills. Also, if one has advanced knowledge of how to use computers in the registry, he/she could be put in a leadership position in which he/she can teach others how to use computers or certain computer programs in their work environment.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter presents the summary, conclusion and recommendations of the research work. A summary of major findings were equally presented; and finally, the chapter outlined the specific contributions of the study to knowledge as well as suggestion for further studies.

5.2 Summary

This research work examined records management practices, computer literacy skills and job performance of university registry staff in West Mamprusi District, Ghana; and based on the analysis of data to this study, the following is a summary of the major findings of the study.

i. On the records management practices in the registry of senior high schools in West Mamprusi District, Ghana, it was discovered that records creation, observation of records management policy, schedules creation, classification of records, storage of records, filling of records, preservation of records and records destruction are the records management practices observed by the registry staff.

ii. On the availability of facilities used for records management in the registries of senior high schools in West Mamprusi District, the findings showed that the averagely available facilities used are printers, desktop computers, and photocopiers, UPS, servers, external storage devices, fireproof cabinet and scanner.

iii. The level of computer literacy skills of registry staff in senior high schools in West Mamprusi District, the result indicated that Computer literacy skill (F = 747.981, P>.05) was a significant independent predictor of job performance of registry staff in senior high schools in West Mamprusi District. This implies that Computer literacy skills did not significantly predict job performance of registry staff in senior high schools in West Mamprusi District.

iv. There is high level of job performance among registry staff of senior high schools in West Mamprusi District. In terms of effectiveness and efficiency, team work, leadership quality, dependability and timeliness, good communication skill and punctuality, the finding saw their activities good as their mean result was 3.0 and above.

v. The study found out that there is relationship between records management practices (β =.292, $p<.05$)) which was significantly independent predictor of job performance of registry staff of senior high schools in West Mamprusi District.

vi. A relationship equally existed between computer literacy skills and job performance of registry staff of senior high schools in West Mamprusi District.

vii. On the combined influence of the two independent variables (records management practices and computer literacy skills), computer literacy skills was found not significant predictor on the dependent variable (job performance) while records management practices was significant to job performance of registry staff of senior high schools in West Mamprusi District.

5.3 Conclusion

The study proved that records management practices contributed immensely to the job performance of registry staff in High Schools in West Mamprusi and computer literacy skills did not significantly contribute to the job performance of the Senior High Schools registry staff. Computer literacy skills have an insignificant input to the job performance of the staff. This shows that though some of them may have little knowledge of computer, they did not apply it to their job requirement. Though records management practices influenced job performance of registry staff, they will do more excellently if they utilize computer literacy skills to do their job and this will improve or promote the corporate image of High Schools.

5.4 Recommendations

Based on the findings of this study, the following recommendations were proffered:

i. On the records management practices in the registry of high schools in West Mamprusi District, Ghana, the staff are requested to up hold the good work in order to promote the image of the institution. However, they need to boost their effort on students' records retrieval and students' records destruction.

ii. To enhance effective job performance, High Schools registry as well as High Schools administration should implement reward and punishment system to the members of staff especially on their punctuality level as many of them agreed to not coming to work when it rains.

iii. All registry staff should be encouraged to go for more computer training or seminars in line with their jobs to enable them to improve on their job performance as a result of their low computer skills knowledge.

iv. Senior High Schools administration should endeavor to provide adequate fund to the registry department so as to meet up with their challenges.

v.   Registry is a key department to any Senior High School hence it is the beginning and last entrance for any student within his/her study year. Therefore, this study strongly recommend to the High Schools administration and any other organization where records are kept to upgrade the facilities of the registry to standardized electronic method to achieve maximum job performance.

5.5 Contribution to Knowledge

The study has contributed to knowledge in the following ways:

1. This study has bridged the gap that existed among the combinations of the variables (records management practices and computer literacy skills) to achieve optimum job performance of the staff of any organization.

2. The literature used revealed the importance of records management practices and how it can contribute in keeping Senior High Schools, institutions and other organizations alive through proper records management.

3. This study will be very useful to ministries, captains of industries as they have seen that with proper funding of records management practices, their objectives and goals will be effectively achieved.

4. To every firm that keeps records, their administrators could find this study useful as it shows that the caliber of staff and constant training and retraining and adequate facilities for records keeping can boost the job performance of their organizations.

5. This study will also be useful through the theories used for this research. Life circle of records brings to fore certain points that records must go through real life process. It has to be created, used or maintained and destroyed or kept to

archive. Its relevance shows that if records are not done this way the organizations will never see anywhere to fall back to. Campbell's Job Performance theory gives a foundational pillar to further work. It shows that job performance of high schools registry staff is goal relevant. The theory enables the registry staff to go towards achieving the major goals of the Senior High Schools on the effectiveness of students' records.

5.6 Suggestion for Further Studies

1. This study concentrated on records management practices, computer literacy skills and job performance of university registry staff Registry of high schools in west Mamprusi district. Further studies could be done on other states or geo-political zones of the country.

2. Further study could also be done using same variables to other corporate and business organizations where records are kept.

3. Similar studies could be done using each of the independent (records management practices or computer literacy skills) variables separately to test job performance of the staff.

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APPENDIX

QUESTIONNAIRE

Dear Respondent,

This questionnaire is aimed at eliciting information on Records management practices, Computer literacy Skills and job Performance of Senior High Schools registry Staff in West Mamprusi District, Ghana. Kindly assist by supplying accurate information as the researcher acknowledges the confidential nature of the information and promises that all your responses will be treated with ultimate confidentiality. Thank you for your cooperation.

Section A: Demographic Information

Instruction: Please tick and fill as appropriate

1. **Senior High School** = [ ] WALSECTECH   [ ] WULSEC   [ ] WAVTI

   [ ] Crystal Stars   [ ] Excellent College   [ ] ST Paul's Senior High

   [ ] Yagaba Senior High

2. **Gender**

   [ ] Male

   [ ] Female

3. **Age Range**

   [ ] 21 – 30 years

   [ ] 31 – 40 years

   [ ] 41 – 50 years

   [ ] 51 and above

4. **Marital status**

   [ ] Married

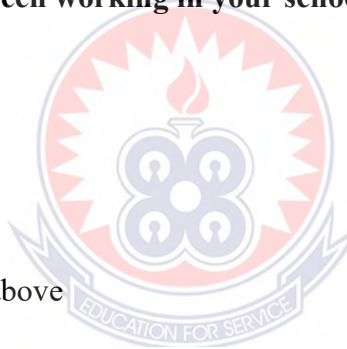   [ ] Single

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5. **Current position**

[ ] Administrator

[ ] Assistant administrator

[ ] Secretary

[ ] Others

6. **Educational qualification**

[ ] 'A' level/'O' level/ SSCE/WAECE

[ ] Diploma

[ ] Degree

[ ] Masters

7. **How long have been working in your school?**

[ ] 1-5 years

[ ] 6-10 years

[ ] 11-15 years

[ ] 16 years and above

Section B: Assessment of Records Management Practices

INSTRUCTION: kindly consider the following statements in this section carefully and answer by ticking your best option under the appropriate columns and indicate your responses using these response pattern: Strongly agree =4, Agree = 3, Disagree =2, Strongly disagree =1

SN	Records management practiced in the university registries	Strongly Agree 4	Agree 3	Disagree 2	Strongly Disagree 1
1	Students records are created in the registry at registration point				
2	There are schedules for students records in the registry				
3	There is a written records management policy in the registry				
4	We observe records management policy in the registry				
5	The students records are classified accordingly in the registry				
6	There is student record centre in the high school registry				
7	We have visual records of the students at the registry				
8	Students records are properly stored in the registry				
9	There is proper security gadgets to secure students records in the registry				
10	Students records are filled in a proper manner in the school (alphabetically, numerically etc)				
11	Students records are preserved until approved stipulated period in the registry				
12	We find it difficult to retrieve the students records in the registry				

SECTION C: Level of computer literacy skills of registry staff

How will you rate your computer literacy skills in the course of your job using the available response format? Please identify in each of the boxes with the appropriate options – 4 = excellent, 3 = good, 2 = average, 1 = poor

No.	Level of computer literacy skills	4 Excellent	3 Good	2 Average	1 Poor
1.	Word processing application				
2.	Database applications				
3.	Multimedia application				
4.	Spreadsheet(excel) applications				
5.	Web search engines				
6.	Presentation application				
8.	Web design applications				
9	PaperPort				

SECTION D: Job performance of the registry staff in Senior High Schools

Tick from the 4 likert scale provided as 4 = strongly agree (SA), 3 = Agree (A), 2 = strongly disagree (SD), 1 = Disagree

SN	Job performance	4(SA)	3(A)	2(D)	1(SD)
1	Effectiveness and efficiency in students records management - My records management and computer literacy skills help me to perform technical tasks(record creation, filing, storage, and destruction)				
	- My computer literacy skills and records management knowledge help me to put in more than I am required to do on my job				
	- I could perform difficult tasks with the help of records management practices and computer literacy skills				
2	Team work: - I relate with my co-workers in managing the records of the students				

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	- My knowledge of records management and computer literacy skills enables me to contribute meaningfully among mates				
	- I am able to solve problems by discussing with my colleagues with the help of records management and computer literacy skills				
	- I have healthy relationship with co- workers and clients and students				
3	Leadership Quality: - I am able to exercise good judgment by making sound decisions through the help of records management and computer literacy skills				
	- My computer literacy skills and records management knowledge helps me to consider and respond appropriately to needs and feelings of students in different situations				
	- Am able to meet the needs of students, colleagues and visitors with the assistance of records management practices and computer literacy skills in the registry				
4	Dependability and timeliness: - The proper management of records help to retrieve needed records at the right time				
	- My work output is of great quality and quantity				
	- I am able to attend to high number of students per day				
	- I dispose students records as at when due				
5	Good communication skill: - I talk to in an approachable manner as they come for their records in the registry				
	- There is effective communication among the entire workers in the registry				
6	Punctuality: - I come to work always and on time				
	- I don't like coming to work when it rains				
	- I meet up with my dead lines in the registry.				

Thank you for being part of this study.

Your time and contribution are much appreciated.